

# Performance Monitoring

Unreliable, slow web sites with incomplete pages and badly performing transactional facilities not only damage your brand and reputation, they also directly impact on your revenue, as users who are dissatisfied with their online experience quickly swap to a better performing competitor.

Site Confidence provides independent assurance of how your web sites are performing and the user experience they are providing through our market-leading **Performance Monitoring** services.

Our independent **Performance Monitoring** services provide you with business critical information which is customised and delivered to your specific requirements, alerting you to any issues as they happen.

## Key benefits:

- The Users' Perspective:** We enable you to gain a genuine understanding of what your customers experience when visiting your web site. By monitoring performance from outside your firewall, we simulate a user visiting your site and can capture exactly what they see.
- Customised monitoring:** We monitor any application from basic sites to complex dynamic journeys. Our solution is a comprehensive monitoring solution allowing you to control and determine what you monitor and how often.
- Rapid, actionable results:** The results we provide are timely, trustworthy and offer valuable information that enable you to react quickly, resolving problems effectively and efficiently. Our double testing methodology ensures that we only alert you to real errors, via the customisable escalation process to whoever you wish to alert. By capturing the html header you can pinpoint exactly what the problem is.
- Trend analysis and reporting:** Over time those same results build a comprehensive view of your web performance, enabling you to spot trends and bottle necks, and effectively plan resources for the future. Access to your historic data enables you to make some strong decisions on the state of your services. Along with management reports, the business can see from all angles the effect of poor performance.
- Great service to make life easy:** There's no software to purchase or install. Our dedicated technical support engineers will configure the monitoring to fit your requirements precisely and ensure you are notified whenever that configuration may need to be changed.

## Why Site Confidence?

**Experience:** founded in 2001 as one of the UK's first web monitoring companies, our reputation is well established and well respected.

**Independence:** independent from any hardware or software provider, so our advice is always unbiased.

**Service:** we focus on proactively tailoring our services to meet your individual business requirements.

**Value:** our services offer genuine value; you only pay for what you need.



## More Information

For more information on Site Confidence services please contact:

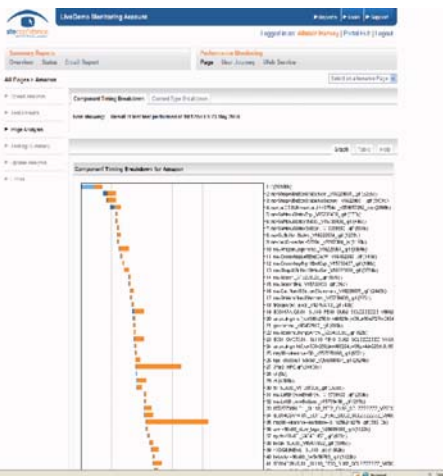
**phone:** +44 (0)870 850 8520

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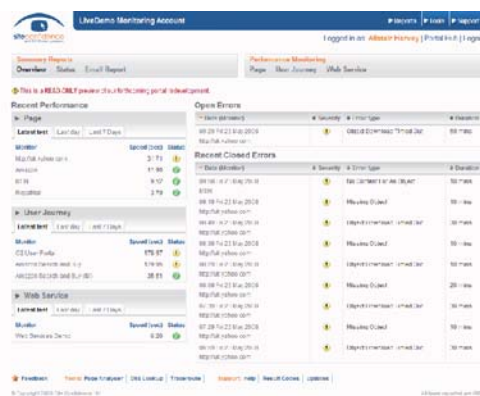
**email:** [info@siteconfidence.com](mailto:info@siteconfidence.com)

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Component break down for objects on a single page



Portal home page > Summary of results

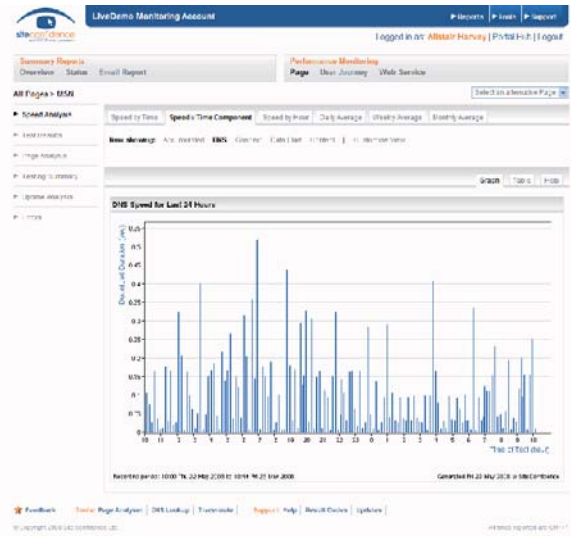


**Our Performance Monitoring services:**

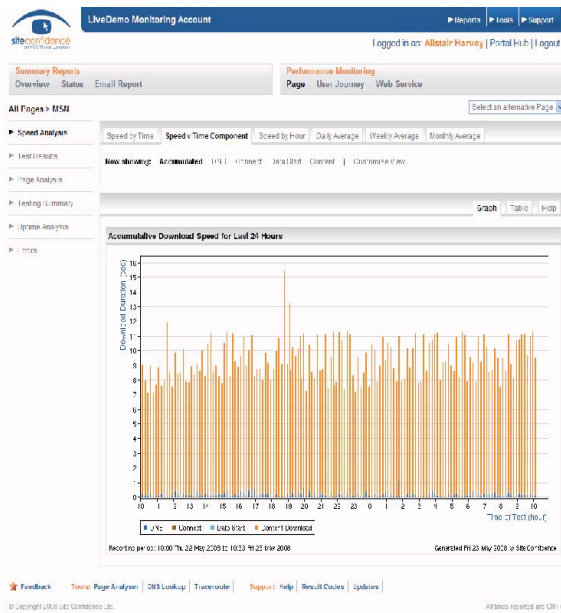
**Page Testing:** Offers a real insight into the web site speed and availability that end users actually experience when downloading pages. We can download any pages you choose at regular intervals collecting performance information, including availability, details of any errors, page sizes and download speeds. We'll tell you how consistently your site performs with detailed speed analysis showing performance variations over time, enabling you to analyse how stability is affected.

**User Journey Testing:** Allows you to track multiple-step user journeys such as booking holidays, purchasing insurance, placing a bet or registering a new user, right the way through your site, ensuring your key processes are functioning in a proper and timely manner throughout your core business hours and beyond.

**SLA Monitoring:** Performs downloads of key content every minute, enabling accurate assessment of service delivery by or to any third party.



*DNS times for a 24 hour period for a single page*



*Speed for components on a single page over 24 hours*

**Message Monitor:** Enables you to track individual messages that are generated by a variety of activities on your web site. A record is generated as soon as the message is sent and we then track how long it takes for the message to arrive. You can then choose to apply metrics for successful delivery in the form of time limits.

**Competitor Monitoring:** You nominate competitor web sites to benchmark against your own for site availability and download speed monitoring.

**FTP Server Testing:** We initiate sessions with your FTP servers at regular intervals, monitoring performance by capturing connection speeds and availability.

**Email Server Testing:** We initiate POP, IMAP and SMTP sessions with your email servers at regular intervals to ensure they are available to your users.

**International Monitoring:** We monitor pages or user journeys from up to 12 locations around the globe, giving you indicative performance statistics from each continent.

**About Site Confidence**

Site Confidence is the UK's leading web site performance monitoring company.

We provide independent web site Performance Monitoring and Load Testing to over 400 blue chip clients, protecting billions of pounds worth of online revenues and monitoring 5 million web pages every week.

We monitor web site performance for many of the UK's largest companies, including many well-known brands, businesses and government departments such as John Lewis, Norwich Union, The Home Office and Marks & Spencer.

Site Confidence is an NCC Group company. NCC Group is the world's largest software escrow provider and a leading independent provider of assurance testing and consultancy services to over 15,000 clients worldwide.